

Collaboration Tools and Data Compliance in 2020

With the volume of electronic communication being higher today than in the past, compliance costs will continue to grow. The majority of IT leaders (94%) stated their company's digital footprint has grown due to remote work, and 89% believe this increasing digital footprint is increasing their compliance risk. As many as 97% of these IT leaders expect remote work will cause an increase in e-discovery and compliance costs.

Zix | AppRiver and Pulse surveyed 100 IT leaders and found that remote work during the COVID-19 pandemic led a number of organizations (59%) to add new collaboration tools to their tech stack. Additionally, most organizations are relying on more than one platform for collaboration, with 78% of respondents using three or more collaboration tools. These tools are vital - but are team members sharing data compliantly?

Data collected from July 20-August 10, 2020

Respondents: 100 IT executives

Most organizations have at least three collaboration tools in their arsenal, with the majority leaning towards remote meeting and internal communications

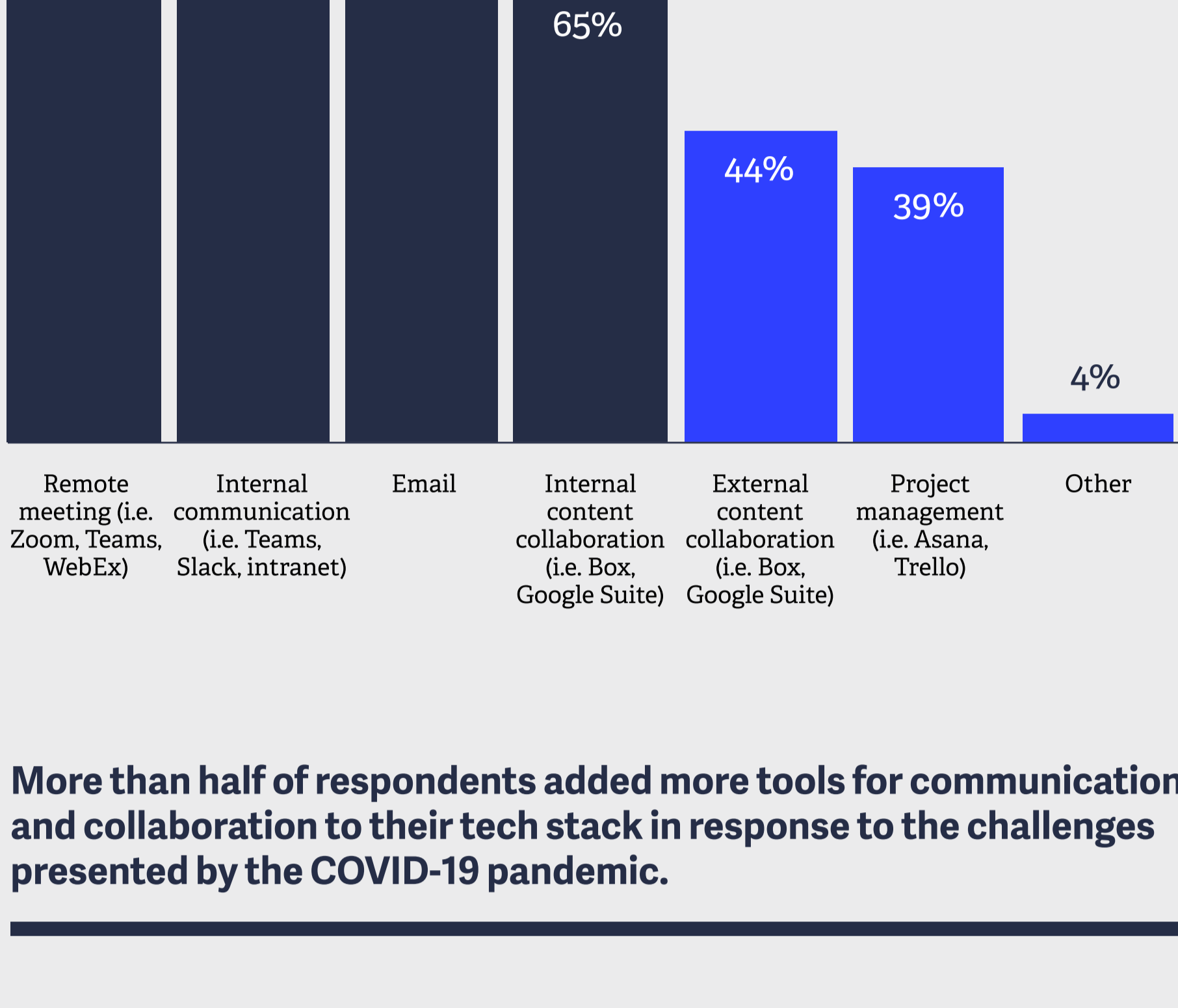
78% of respondents have at least three collaboration tools for internal use at their organization.

HOW MANY COLLABORATION TOOLS DOES YOUR COMPANY USE INTERNALLY?



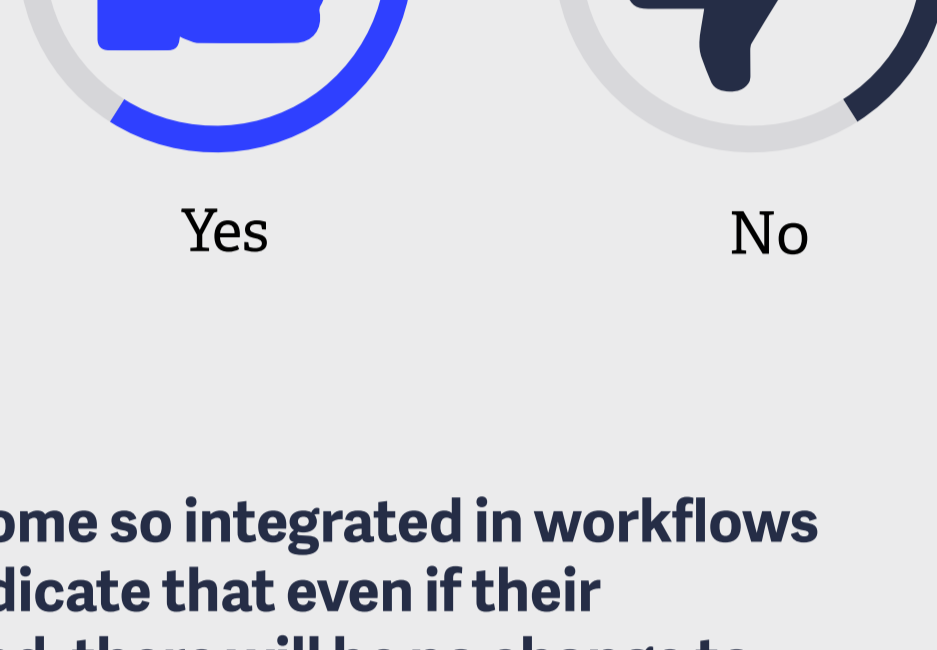
Virtual meetings are imperative for most companies, which is why 95% of respondents have invested in tools like Zoom, Microsoft Teams, Cisco WebEx.

WHICH TYPES OF COLLABORATION TOOLS DOES YOUR COMPANY CURRENTLY USE?



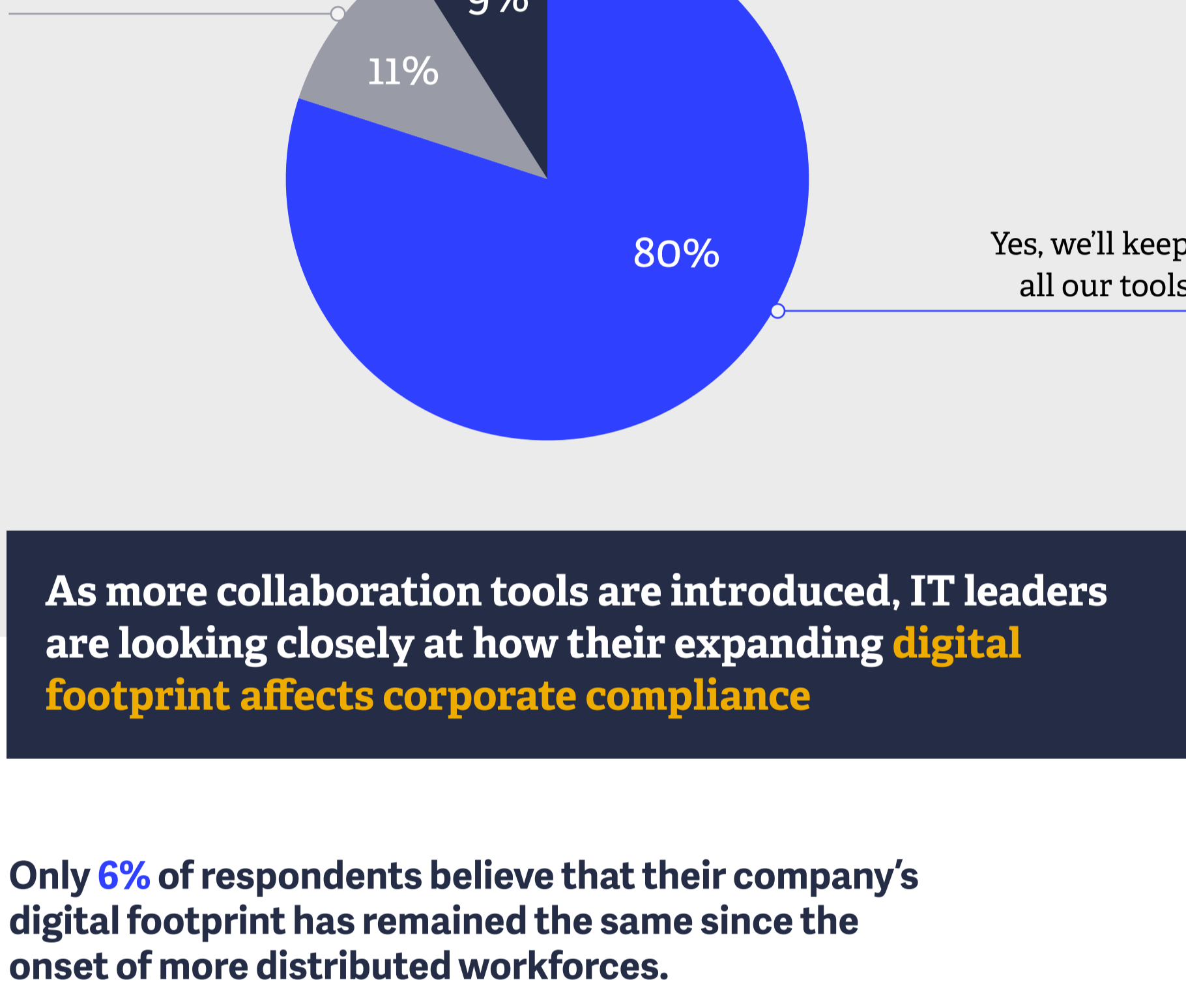
More than half of respondents added more tools for communication and collaboration to their tech stack in response to the challenges presented by the COVID-19 pandemic.

DID YOU IMPLEMENT ADDITIONAL COMMUNICATION OR COLLABORATION TOOLS IN 2020 DUE TO THE COVID-19 PANDEMIC?



These additional tools have become so integrated in workflows that most respondents (80%) indicate that even if their workforce is no longer distributed, there will be no change to their collaboration tools.

WILL YOUR COMPANY CONTINUE USING ALL YOUR CURRENT COLLABORATION TOOLS FOLLOWING THE PANDEMIC, EVEN IF EMPLOYEES RETURN TO THE OFFICE?



As more collaboration tools are introduced, IT leaders are looking closely at how their expanding digital footprint affects corporate compliance

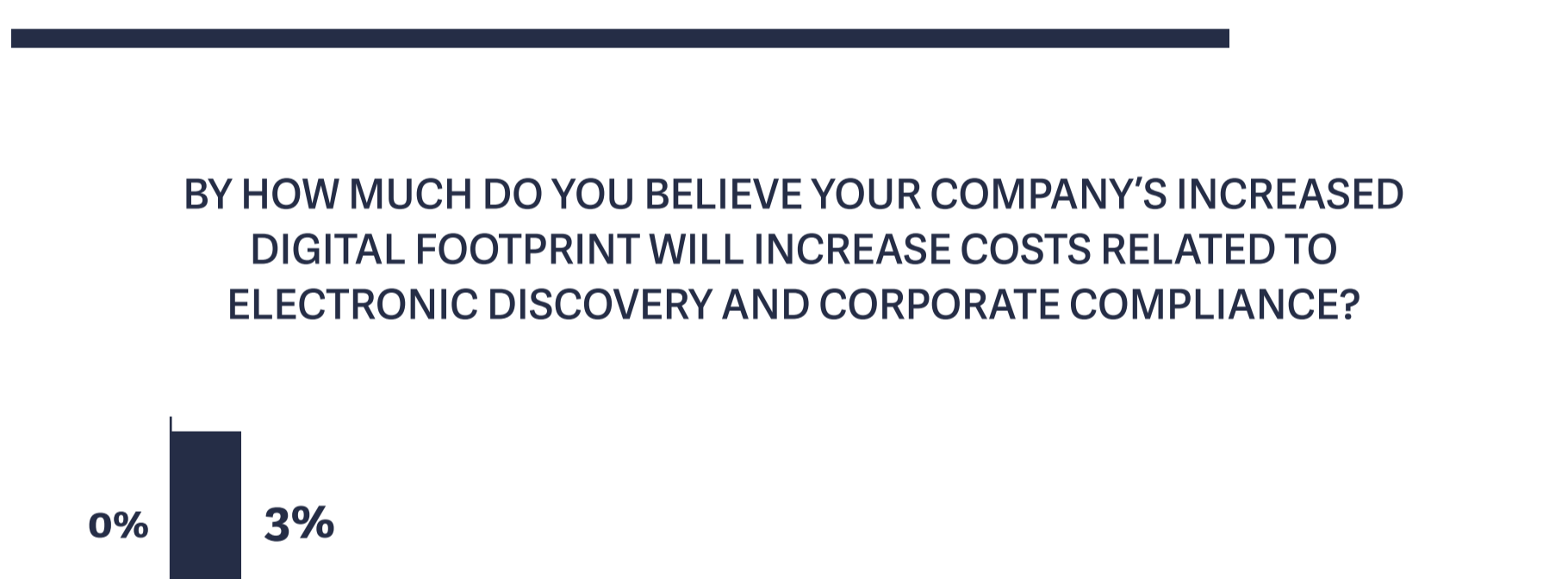
Only 6% of respondents believe that their company's digital footprint has remained the same since the onset of more distributed workforces.

HOW MUCH HAS YOUR WORKFORCE'S DIGITAL FOOTPRINT GROWN AS A RESULT OF REMOTE WORK?



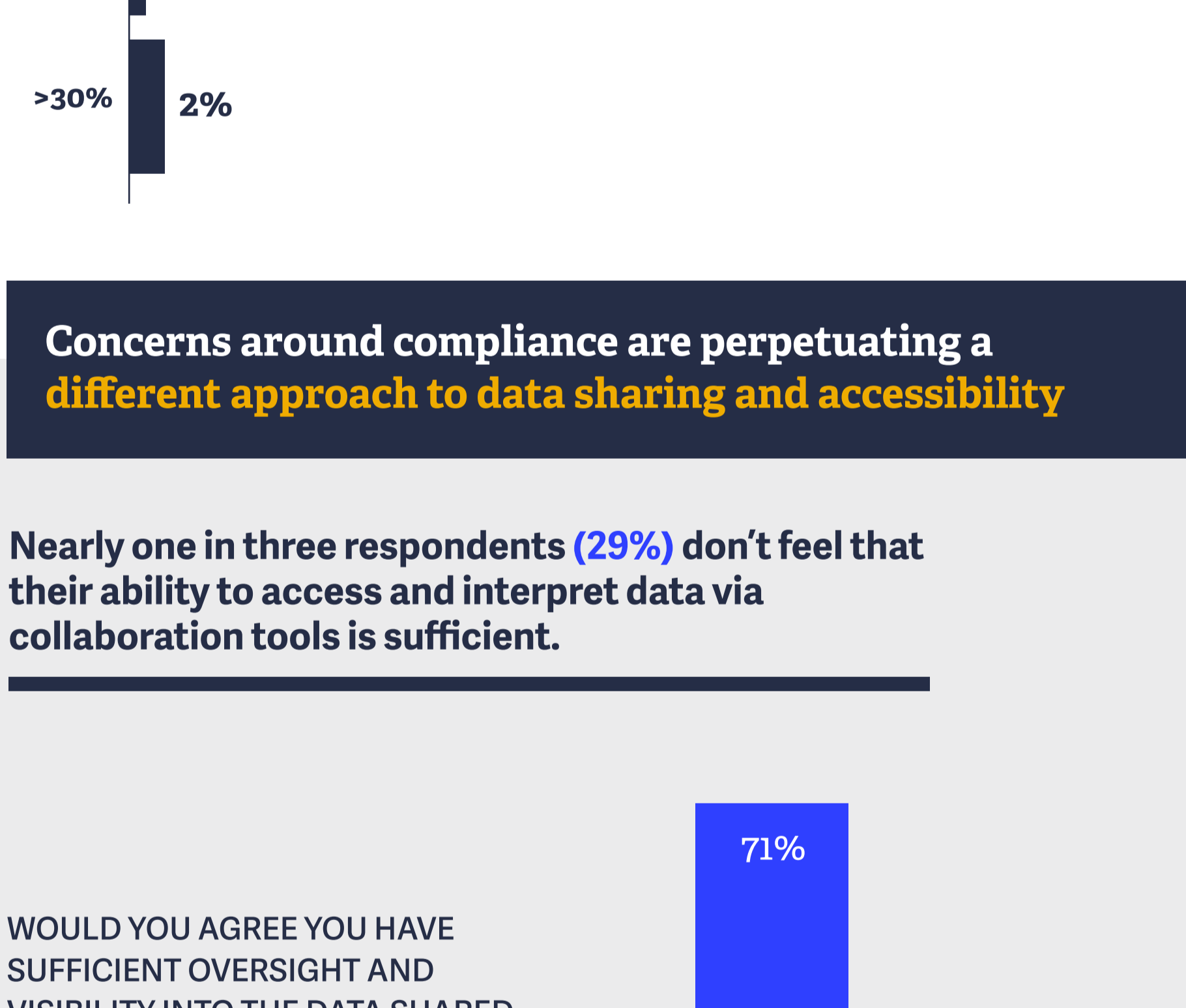
Most respondents (89%) are concerned that the shift to remote work has increased their compliance risk.

DO YOU AGREE THAT INCREASING YOUR DIGITAL FOOTPRINT TO ENABLE REMOTE WORK INCREASES COMPLIANCE RISK?



In consideration of their budgets, most respondents (60%) believe that compliance costs will increase between 11% and 20%.

BY HOW MUCH DO YOU BELIEVE YOUR COMPANY'S INCREASED DIGITAL FOOTPRINT WILL INCREASE COSTS RELATED TO ELECTRONIC DISCOVERY AND CORPORATE COMPLIANCE?



Concerns around compliance are perpetuating a different approach to data sharing and accessibility

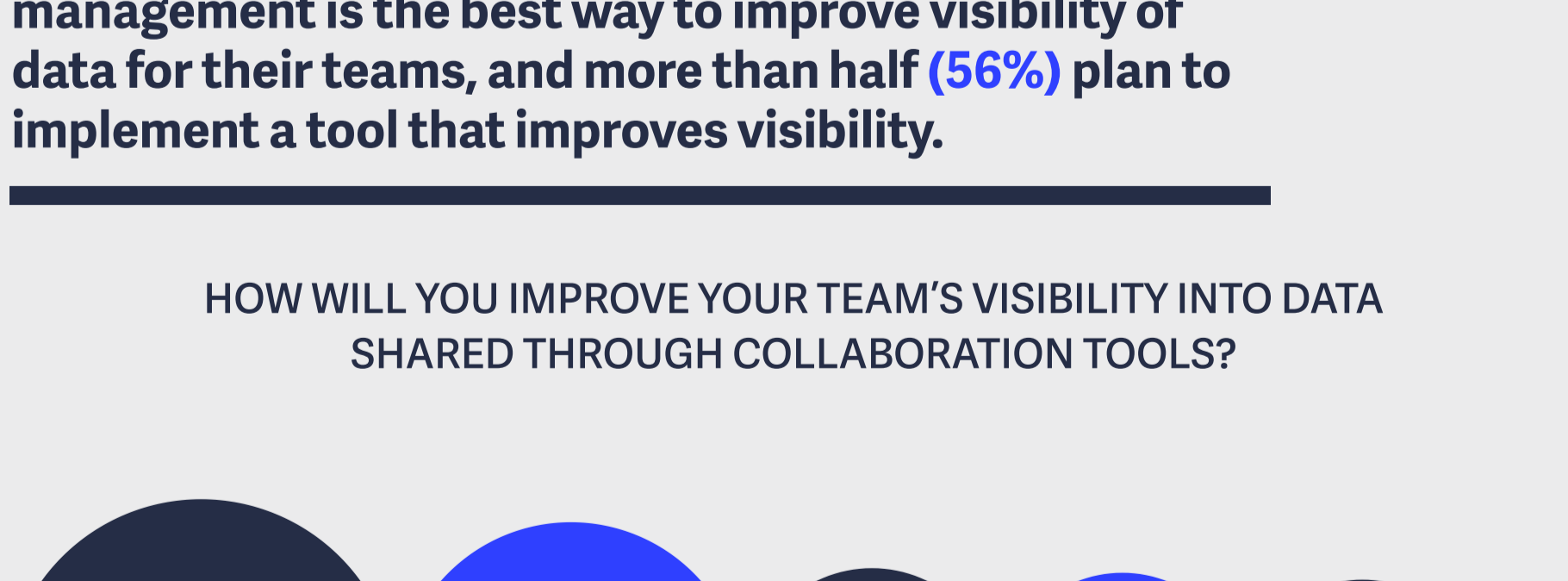
Nearly one in three respondents (29%) don't feel that their ability to access and interpret data via collaboration tools is sufficient.

WOULD YOU AGREE YOU HAVE SUFFICIENT OVERSIGHT AND VISIBILITY INTO THE DATA SHARED THROUGH COLLABORATION TOOLS AT YOUR ORGANIZATION?



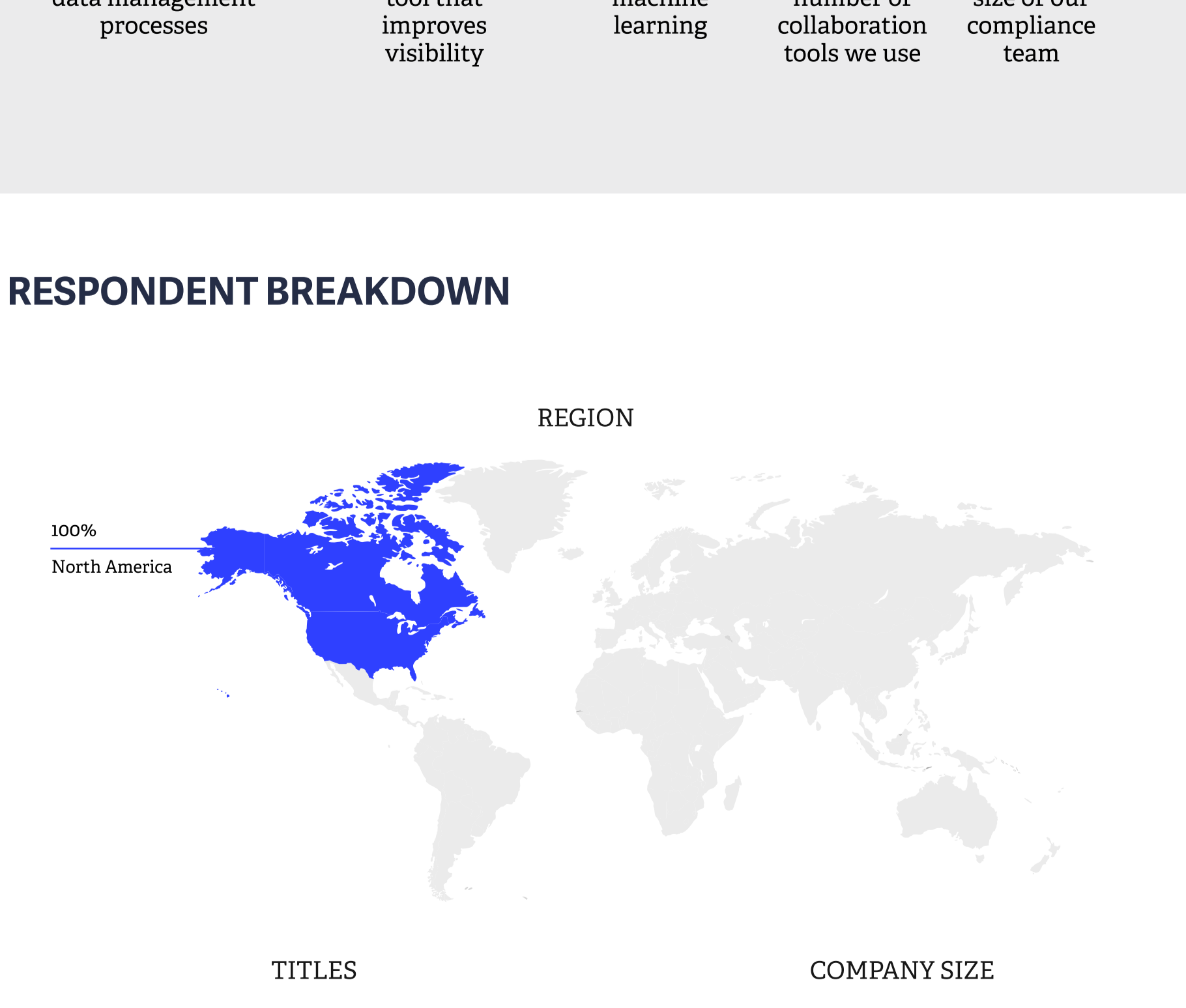
Nearly all respondents (98%) agree that having visibility into the data shared through these tools directly impacts their organization's compliance mandate.

HOW IMPORTANT IS VISIBILITY INTO THE DATA SHARED THROUGH COLLABORATION TOOLS TO YOUR COMPANY'S COMPLIANCE MANDATE?



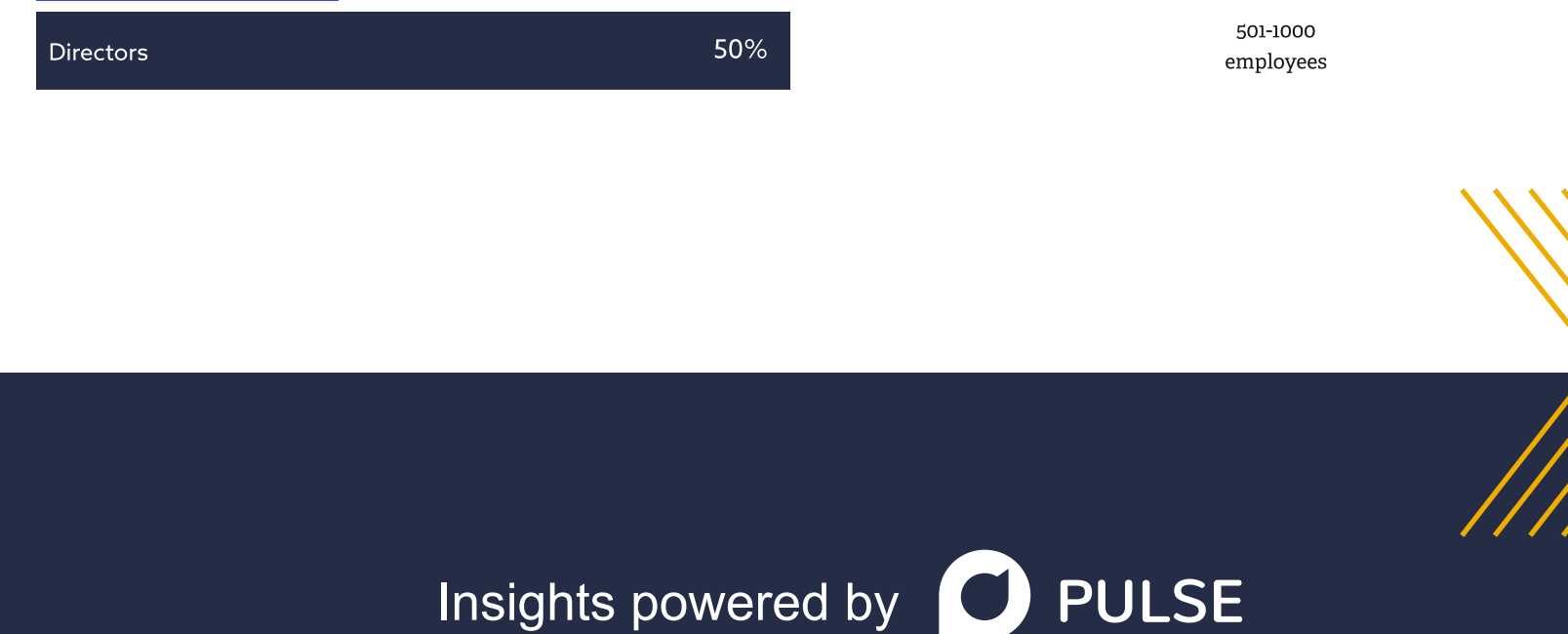
Most respondents (64%) believe that automating data management is the best way to improve visibility of data for their teams, and more than half (56%) plan to implement a tool that improves visibility.

HOW WILL YOU IMPROVE YOUR TEAM'S VISIBILITY INTO DATA SHARED THROUGH COLLABORATION TOOLS?



RESPONDENT BREAKDOWN

REGION



TITLES



COMPANY SIZE

